

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>September 12, 2011</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan, RN, MN, APRN District Chief, Training and QI Division</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Anahid Assatourian; Angela Kahn; Ann Lee; Carol Eisen; Claudia Fierro; Cindy Ferguson; Don Gonzales; Doris Benosa; Emilia Ramos; Estrella Corral; Greg Tchakmakjian; Ivy Nguyen; Jessica Wilkins; Kimberly Floyd; Kimber Salvaggio; Kimberly Spears; Leah Carroll; Lisa Harvey; Lisha Singleton; Lupe Ayala; Lori Willis; Marc Borkheim; Maria Gonzalez; Margarita Villagrana; Mary Ann O'Donnell; Melissa Pace; Michelle Rittel; Misty Aronoff; Monika Johnson; Naga Kasarabada; Nahid Naghavi; Sandra Chang Ptasinski; Sam Keo; Sylvia Guerrero; Timothy Beyer; Vivian Alvarez;		
<b>WebEx Participants</b>	Melody Taylor		
<b>Excused/Absent Members</b>	Alex Medina; Bertrand Levesque; Fang Xie; Julie Valdez; Kari Thompson; Kumar Menon; Leslie Shrager; Martha Drinan; Michelle Chiappone; Nina Johnson; Kia Hayes; Vandana Joshi; Yvette Willock		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	C. Eisen
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved with requested changes.	QIC Membership

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<b>SA QIC Liaison Reports</b>	<b>SA1:</b> Dark this month.	Next meeting: October 4, 2011. Ey die Dominguez will present on HWLA.	C. Ferguson
	<b>SA2 Adult:</b> Dark last month.	Next meeting: November 17, 2011.	K. Salvaggio
	<b>SA2 Children:</b> Members reviewed documents from previous meetings. Reviewed all different responsibilities from provider's perspectives, and how to inform staff on updates & different changes and also discussed how to prepare for audits.	Next meeting: October 20, 2011.	A. Kahn
	<b>SA3:</b> No report	Next meeting: September 21, 2011.	M. Pace
	<b>SA4:</b> Ms. Guerrero from PRO presented on Grievances, Appeals & State reporting requirements. Providers were asked to review the performance managers report from the IS system to get an idea of clients that are in the category of \$3,000 a month.	Next meeting: October 18, 2011. Ey die Dominguez will present on HWLA on October SA QIC meeting.	A. Bray
	<b>SA5:</b> Dark in July.	Next meeting: September 13, 2011.	M. Johnson
	<b>SA6:</b> Continued to work on QA documentation sharing. Translations of DMH forms were discussed. There was a session regarding HWLA and how that impacts some agencies. Reviewed Mary Ann O'Donnell presentation on Clinical Incident Report (Revised, P & P 202.18.) Providers were encouraged to submit the Change of Provider Request forms to PRO.	Next meeting: September 22, 2011.	K. Spears

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SA QIC Liaison Reports Cont.	<p><b>SA 7:</b> Dark in August. Ms. Ayala introduced Cassandra Peterson, MSW Intern at SA 7. Ms. Peterson will be working with QI/QA on special projects.</p>	<p>Next meeting: September 13, 2011.</p>	<p>L. Ayala</p>
	<p><b>SA 8:</b> Dark last month. SA QIC members considered a QI project proposed by a consumer. Test Calls are completed. 2 Cambodian, 2 Spanish and 6 in English.</p>	<p>Next meeting: September 22, 2011. Naga Kasarabada from ACCESS Center will present on ACCESS Services and Timeliness of Services.</p>	<p>M. Aronoff</p>
Countywide Children's	<p>Jennifer Hallman presented on the changes for Head of Service and SFPR from the Policy &amp; Procedure (DMH # 202.31). Paul McIver provided an update on AB3632.</p>	<p>Next meeting: November 10, 2011.</p>	<p>L. Singleton</p>
Cultural Competency Committee	<p>Ms. Chang – Ptasinski, is working on reviewing and testing the translation forms with bilingual certified staff within the department. Armenian language is pending for review. Ms. Ayala from SA 7 will notify Ms. Chang-Ptasinski of someone that speaks Armenian in SA 7. The plan is to have the forms reviewed by consumers that speak the language in order to get a sense of translation being correct.</p>	<p>Next meeting: We will have a Retreat. October 12, 2011, from 12:30 – 3:30 pm. At 550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room. Our goal is how we can become more active as members.</p>	<p>S. Chang Ptasinski</p>
Clinical Issues OMD Report	<p>Dr. Eisen provided an update on the 1115 waiver program. Trainings for DMH psychiatrists are beginning to occur. Dr. Eisen has been assigned The Human Subjects Research Committee. We are currently revising policy and procedures. Any questions related to QI and research can be addressed to her.</p>	<p>A webinar is scheduled for tomorrow with Seattle University of Washington.</p>	<p>Dr. Eisen</p>

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<b>PRO – Software Project Update</b> <b>Security Guard Update</b>	Representatives from PRO, QI, CIOB and MHSA staff met in the past to look at various alternatives to have an Electronic Database, & Electronic System. Accepting & responding to the beneficiary grievances, and request to change of provider as well. The group has looked at three demonstrations that took place in the Spring.	We anticipate participation in one additional demonstration probably late in October. We continue to move forward. We expect the IBHIS vendor to be announced soon. One idea is for patients' data to be maintain within a single system.	T. Beyer
<b>QI Champions</b>	QIC members reported that it was a good idea to pursue "Quality Improvement Champions" and they would like to see the idea implemented. Kimber Salvaggio from SA 2 reported that in SA 2 they present a certificate of recognition for those agencies that get a perfect score on their audits so that is just one idea for recognition. Lupe Ayala spoke up and reported that she feels recognizing QI Champions is an excellent idea. Kimberly Spears from SA 6 reported that in SA 6 those that do well on audits are asked to present to others within the service area QIC meetings. The group did not want to make presentations mandatory from each service area but rather wanted any presentation or report on SA QI efforts at the departmental QIC to be voluntary.	Ms. Kasarabada mentioned that there used to be an Ann Baron QI award and to explore that history as it may be worth reviving that initiative.	T. Beyer
<b>Test Calls</b>	Dr. Beyer reminded SA QIC members to complete the SA Test Calls to Access Center. If Test Calls data and report is complete, please submit it to Dr. Beyer via email <a href="mailto:tbeyer@dmh.lacounty.gov">tbeyer@dmh.lacounty.gov</a> or Fax it to (213) 252-8776.	Next step is to compile data & finalize the report by the end of October. QIC members requested to have a presentation from EOB.	T. Beyer

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QI Toolkit	Dr. Beyer announced that QI Toolkit is final and is posted on Internet and Intranet.	The link to the website is <a href="http://psbqi.dmh.lacounty.gov/QI.htm">http://psbqi.dmh.lacounty.gov/QI.htm</a>	T. Beyer
QI Work Plan 2012	QI Work Plan is mandated by CA Code of regulations is organized by six (6) major domains. Service Delivery Capacity, Accessibility of Services, Beneficiary Satisfaction, Clinical Care, Continuity of Care and Provider Appeals. Please review the 2011 QI Work Plan.	If you have any ideas or input for the QI Work Plan 2012 please bring them to the next Dept. QIC meeting on November 14, 2011.	T. Beyer
State DMH Medi-Cal Oversight Annual Review Protocol 2011-2012	Dr. Borkheim distributed a handout re: state protocol changes. There are three (3) changes overall in the Protocol. Two minor changes that don't involved QI. The Protocol stipulates that DMH needs a mechanism or activity that regularly gathers & measures beneficiary satisfaction.	LACDMH continues to use field base consumer satisfaction Surveys. Dr. Borkheim to email CADMH website to Dept. QIC members.	M. Borkheim
Handouts	➤ DMH Information Notice No.: 11-09		
Announcement	October meeting is cancelled due to Columbus Holiday.		
Next Meeting	November 14, 2011 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2 <sup>nd</sup> Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

Carol Eisen, M.D.